

ABSTRAK

TINDAKAN PROAKTIF OMBUDSMAN REPUBLIK INDONESIA PERWAKILAN PROVINSI BANTEN DALAM PENGAWASAN PELAYANAN PUBLIK (Studi Kasus Penerimaan Peserta Didik Baru Tahun Ajaran 2022/2023 di SMAN 13 Tangerang)

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Pelayanan publik meliputi berbagai macam bidang dalam kehidupan bermasyarakat, salah satunya yaitu bidang pendidikan. Dalam bidang pendidikan, salah satu bentuk pelayanan yang diberikan oleh pemerintah selaku penyelenggara pelayanan publik yakni pelayanan pada proses Penerimaan Peserta Didik Baru (PPDB). Di Provinsi Banten sendiri ada banyaknya keluhan terkait permasalahan mal administrasi yang terjadi dalam proses pelaksanaan Penerimaan Peserta Didik Baru (PPDB) SMA/SMK Tahun Ajaran 2022/2023 dalam media massa *online* maupun *offline*, salah satunya yaitu di SMAN 13 Tangerang. Adanya dugaan mal administrasi tersebut, memunculkan tindakan proaktif Ombudsman Republik Indonesia Perwakilan Provinsi Banten. Penelitian ini menggunakan metode deskriptif kualitatif dengan teknik pengumpulan data wawancara, observasi, dan dokumentasi yang bertujuan untuk mendeskripsikan dan menganalisis proses dan hasil pelaksanaan tindakan proaktif Ombudsman Republik Indonesia Perwakilan Provinsi Banten dalam mengawasi Penerimaan Peserta Didik Baru SMAN 13 Tangerang Tahun Ajaran 2022/2023 dengan mengacu pada teori proaktif menurut Bateman & Crant (1993) meliputi kemampuan mengidentifikasi peluang, menunjukkan inisiatif, mengambil tindakan dan gigih. Hasil penelitian menunjukkan bahwa pada proses dan hasil pelaksanaan tindakan proaktif Ombudsman Republik Indonesia Perwakilan Provinsi Banten sudah tercapai walaupun masih terdapat hal-hal yang harus diperhatikan seperti perlu adanya sosialisasi secara rutin oleh anggota Ombudsman Republik Indonesia Perwakilan Provinsi Banten terhadap seluruh pejabat publik di Provinsi Banten agar seluruh pemberi pelayanan pendidikan di Provinsi Banten memahami tentang amanat Undang-Undang Nomor 25 Tahun 2009 tentang Pelayanan Publik.

Kata Kunci : Pelayanan Publik, Pengawasan, Penerimaan Peserta Didik Baru (PPDB), Mal administrasi, Tindakan Proaktif

ABSTRACT

PROACTIVE ACTION OF THE OMBUDSMAN OF THE REPUBLIC OF INDONESIA REPRESENTATIVE OF BANTEN PROVINCE IN SUPERVISION OF PUBLIC SERVICES (Case Study of Acceptance of New Students for Academic Year 2022/2023 at SMAN 13 Tangerang)

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Public services cover various fields in people's lives, including education. In education, one form of service the government provides as a public service provider is the service in the New Student Admissions (PPDB) process. In Banten Province itself, there have been many complaints regarding maladministration issues that occurred during the process of implementing New Student Admissions (PPDB) for SMA/SMK for the 2022/2023 academic year in online and offline mass media, one of which is at SMAN 13 Tangerang. The allegations of administrative malfeasance led to proactive action by the Ombudsman RI Representative for Banten Province. This study uses a qualitative descriptive method with interview, observation, and documentation data collection techniques that aim to describe and analyze the process and results of implementing the proactive actions of the Ombudsman RI Representative for Banten Province in overseeing the Admission of New Students at SMAN 13 Tangerang in the 2022/2023 Academic Year regarding proactive theory according to Bateman & Crant (1993) includes the ability to identify opportunities, show initiative, take action and be persistent. The study results show that the process and results of implementing the proactive actions of the Ombudsman RI Representative for Banten Province have been achieved. However, there are still things that must be considered, such as the need for regular outreach by members of the Ombudsman RI Representatives of Banten Province to all public officials in Banten Province so that all education service providers in Banten Province understand the mandate of Law Number 25 of 2009 concerning Public Services.

Keywords : *Public Service, Supervision, New Student Admission, Maladministration, Proactive Actions*